# Toshiba SurePoint Touch Display

*Making retail smarter starts with innovative Toshiba touchscreens at the point-of-sale*

TOGETHER COMMERCE™

## For the consumer … fast, accurate checkouts and visibility to services

The ubiquity of the worldwide web and the pervasiveness of mobile handsets, netbooks and laptop PCs give consumers near limitless access to on-demand products, information and services. For retailers focused on strengthening customer advocacy, checkout speed, accuracy and a personalized shopping experience, it is no longer a differentiator to open new channels of communications with customers, it is a business imperative.

## *Create advocates by elevating the customer shopping experience*

The SurePoint™ flat-panel touch display gives retailers a simple, yet innovative way to create a unique and distinctive experience for customers. Touchscreens help associates minimize wait time with speedy, accurate checkouts. When customer-facing displays are present for shoppers, they can scroll through receipts, access loyalty account information and respond to store promotions. Touch displays can also introduce new services at the point-of-sale, including third-party offers that help generate incremental revenue—all while making your store a favorite place to shop.

## Highlights

- Environmentally friendly LED backlight technology
- Unintentional touch rejection for enhanced usability
- Deep sleep enabled with Toshiba Remote Management Agent
- Easily attaches and detaches I/O for improved serviceability
- Embedded diagnostics promote display life
- Flashable firmware updates

TOSHIBA
Leading Innovation

## For the employee … less training time, less stress

The Toshiba SurePoint touch display is engineered for optimum usability for store associates. Touchscreens dramatically reduce training time, enhancing the associate's confidence and productivity.

*Speed employee training and increase accuracy, employing intuitive touch interfaces*

Robust infrared (IR) touchscreens never need recalibrating and they offer the most flexibility for various input devices—from a bare finger or stylus to a credit card—speeding transactions. Glare-proof tempered glass and unique unintentional touch rejection maximize usability. In addition, tactile and auditory feedback during transactions—including a forward-facing speaker kit—help associates avoid unnecessary errors.

## For the retailer … a smarter business

Retailers who deploy Toshiba SurePoint touchscreens at checkout can begin seeing an immediate return on their investment. Touch displays promote significantly faster throughput that can potentially reduce the number of checkout lanes open and the number of cashiers required at the front end.

*Deliver quick return on investment, streamlining operations, controlling costs and managing risk.*

While the innovative Toshiba SurePoint touch display helps improve employee productivity and positively impacts customer loyalty, it also enables retailers to operate smarter and realize a fast return on investment. For example, flashable firmware and security updates help reduce service and staffing costs. Built-in diagnostic tools monitor each display's health with critical information such as bulb life, brightness settings and power-on hours, maximizing the usable life. Peripherals can be attached and removed easily without disassembling the display, simplifying future upgrades.

The latest Toshiba SurePoint touch displays help retailers demonstrate their environmental commitment and build a sustainable business. More energy efficient than ever before, new displays support ultra-low power deep sleep automation and feature LED backlight technology free from harmful chemicals.[1] The retail-hardened design ensures long service life even under the most extreme conditions. In addition, displays are constructed from recycled materials and packaging is made from 100 percent recycled post-consumer waste to help reduce the cost and environmental impact of end-of-life disposal.

## Trust Toshiba's retail experience

As the world's leading provider of integrated in-store solutions and retail insights, Toshiba Global Commerce Solutions delivers end-to-end solutions for checkout, consumer interactions and retail operations that unlock amazing new possibilities for retailers and shoppers everywhere. In partnership with the Together Commerce Alliance, our global business partner program, we help bring innovation and value to every retailing experience so that you can delight your customers every day, everywhere.

## Product Overview

1. Intuitive, infrared touch display
2. High-contrast ratio, minimal glare and wide-angle viewing
3. High brightness, active-matrix display supports full motion video for better viewing
4. Convenient infrared technology interaction accepts various modes of input
5. Energy-efficient design offers low power consumption
6. Supports deep sleep on Toshiba SurePOS units
7. Direct attachment by USB to I/O and POS
8. Forward-facing speaker kit
9. Spill resistant retail hardened construction
10. Integrates with various optional peripherals for a unified appearance (magnetic strip readers, keypads, key locks and speakers
11. 32-key programmable keypad for rapid data entry (optional)
12. A choice of 12-inch or 15-inch display
13. Wide tilt range for ergonomically correct viewing
14. Multiple mounting options for versatile placement options
15. 180-degree rotational range enables use by cashier and/or customer
16. Stable mount fixtures offer a steady screen display
17. Available in pearl white or iron gray to match existing POS hardware

| Toshiba SurePoint Touch Display Technical Requirements | | | | |
|---|---|---|---|---|
| Model Number - Touch | 4820 - 2LW | 4820 - 2LG | 4820 - 5LW | 4820 - 5LG |
| Screen Size | 12.1" | 12.1" | 15" | 15" |
| Resolution | 800 x 600 | 800 x 600 | 1024 x 768 | 1024 x 768 |
| Model Color | Pearl White | Iron Gray | Pearl White | Iron Gray |
| Backlit bulb | LED backlight | LED backlight | LED backlight | LED backlight |
| Power requirements | 18 W max (20 W w/ brick), 15 W typical | 18 W max (20 W w/ brick), 15 W typical | 18 W max (20 W w/ brick), 15 W typical | 18 W max (20 W w/ brick), 15 W typical |
| Energy consumption efficiency* | N/A | | | |
| **Connectivity** | | | | |
| Video interface | Analog | | | |
| Touch interface | Powered USB, standard USB | | | |
| **Optional mounting features** | | | | |
| Mounting stands | Integrated mounting stands: Toshiba SurePOS 700, Toshiba SurePOS 500 (second display)<br>Weighted distributed base<br>VESA-compliant adapter | | | |
| **Optional I/O devices** | | | | |
| Magnetic Stripe Reader (MSR) w/Keylock | Three track MSR<br>2-position programmable lock (up to 4-position available as option) | | | |
| Keypad w/MSR and Keylock | 32-key programmable keypad with three track MSR<br>2-position programmable lock (up to 4-position available as option) | | | |
| Speaker Kit | Forward-facing speaker assembly | | | |
| **Physical dimensions and weight** | | | | |
| Maximum dimensions (WxDxH) | 12 inch: 12.12 x 2.2 x 10.43 (308 x 56 x 265 mm)<br>15 inch: 14.13 x 2.2 x 11.87 (359 x 56 x 301.5 mm) | | | |
| MSR | 7.68 x 1.49 x 2.87 (195.5 x 38 x 73 mm) | | | |
| MSR and Keypad | 8.27 x 2.09 x 5.31 (210 x 53 x 135 mm) | | | |
| Weight | 12 inch: 5.51 lbs (2.5 kg)<br>15 inch: 7.37 lbs (3.35 kg) | | | |
| **Software** | | | | |
| Operating Systems supported† | Toshiba 4690 OS V5.2, or higher**<br>Microsoft Windows Embedded for Point of Service<br>Microsoft Windows Embedded POSReady 2009<br>Microsoft Windows XP Pro SP2, SP3<br>Microsoft Windows 7 | | | |
| Drivers supported | OPOS 1.13 or later<br>Java POS 1.13 or later | | | |
| Warranty Service‡ | One year depot or on-site service | | | |
| Technical support§ | 24x7 phone support (during warranty period) and web-based help | | | |

### Together Commerce

Together Commerce is Toshiba's vision for the new future of retail where retailers adapt their strategies, their stores and their technology to engage with consumers throughout the buying process in a seamless and helpful way. This collaborative approach enables retailers and customers to create mutually rewarding commerce—together.

## For more information

To learn more about how Toshiba SurePoint touch displays can help transform your business, contact your local Toshiba sales representative or Toshiba Business Partner or visit: **toshibagcs.com**

Additionally, IBM Global Financing can help you acquire the IT solutions that your business needs in the most cost-effective and strategic way possible. We'll partner with credit-qualified clients to customize an IT financing solution to suit your business goals, enable effective cash management, and improve your total cost of ownership. IBM Global Financing is your smartest choice to fund critical IT investments and propel your business forward. For more information, visit: **ibm.com/financing**

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The Toshiba Global Commerce Solutions home page on the Internet can be found at toshibagcs.com

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## References

[1] Deep sleep power state is defined as "suspend to RAM" (random access memory) (meaning the power supply is in a reduced power mode). The system appears off; the CPU has no power; RAM is in slow refresh.

* The energy consumption efficiency is the value of the power consumption measured in accordance with the measuring method specified by the Japan energy saving law divided by the Composite Theoretical Performance specified by the energy saving law.

† An operating system is not included and can be purchased separately.

‡ For a copy of Toshiba's Statement of Limited Warranty, please contact your Toshiba representative or authorized reseller.

§ Technical support response times may vary.

** For deep sleep and wake on touch, 4690 OS V6.2 Enhanced with PTF (Program Temporary Fix) required. For MSR fields available in RMA 2.6 (Remote Management Agent), 4690 OS V6.2 (Classic or Enhanced) is required.

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